

May 18, 2007

RE: Cara Lunsford v. Olympic College  
Allocation Review Request HEU No. 4620

Dear Ms. Lunsford:

On January 12, 2007, I conducted a Director's review meeting by telephone conference call regarding the allocation of your position. Present during the conference call were you, your supervisor, David Bishop, Director of Distance Learning, and your former supervisor, Stephanie Delaney, Media Services Faculty Director, as well as Linda Yerger from the Human Resources Office at Olympic College.

### **Background**

On August 4, 2005, you submitted a Position Questionnaire (PQ) to Olympic College's Human Resources Office, requesting that your Media Assistant II position be reallocated to a Program Coordinator or Media equivalent position. On October 3, 2005, Human Resource Consultant Maria Dues determined that your position should be reallocated to a Media Assistant III because she concluded your position routinely assigned work schedules for Media Technicians and the work is technically complex.

On November 1, 2005, the Department of Personnel received your request for a Director's review of Olympic College's determination.

The following summarizes your perspective as well as your employer's:

### **Summary of Ms. Lunsford's Perspective**

You believe your position best fits the Program Coordinator classification because you coordinate all aspects of the Distance Learning Program and Media Services. You also report to two supervisors, one in an administrative position and the other in a faculty position and often represent your supervisors and Media Services in campus wide meetings. In addition to coordinating your own work and that of your supervisors, you

also supervise students in the program and assert you coordinate all services and airtime scheduling related to technology in Distance Learning, including video conferencing, telecourses and online courses, as well as interactive television courses (ITV) and special events like graduation. As such, you coordinate the scheduling of approximately fifteen technicians over three campuses (Bremerton, Poulsbo, Shelton) each quarter with respect to classroom ITV and ensure equipment and classrooms are available and all staff and faculty needs are met.

You further assert that you coordinate, schedule, and monitor each technician's calendar and also assist in the hiring process by making recommendations. Additionally, you contend you manage technology problems that arise and independently make program decisions, including purchasing of technical equipment, verifying billing for online courses, and authorizing payment for expenditures related to the online and telecourse budgets, which are approximately \$45,000 per quarter. You further contend that you coordinate the circulation of all media equipment, serve as the primary contact, and monitor and supervise students working in the program. You assert your supervisors support your reallocation and believe the Program Coordinator classification is the appropriate fit.

### **Summary of Olympic College's (OC's) Reasoning**

While OC acknowledges the duties assigned to your position are more global than originally thought, the college still believes your position is properly allocated to the Media Services III classification. OC asserts your position fits the Media Services III class because you coordinate the acquisition of media materials and equipment, instruct and check the work of students, work with special events, and ensure media technicians and equipment are properly scheduled. OC believes the day to day acquisition of services and coordination of media technicians and equipment are best encompassed by the Media Services III classification.

### **Director's Determination**

This position review was based on the work performed for the six-month period prior to August 4, 2005, the date you submitted your Position Questionnaire.

As the Director's designee, I carefully considered all of the documentation in the file, the exhibits presented during the Director's review meeting, and the verbal comments provided by both parties. Based on my review and analysis of your assigned duties and responsibilities, I conclude your position should be reallocated to the Program Coordinator classification.

### **Rationale for Determination**

The Position Description Form (PDF) (Exhibit E-4) summarizes your position as reporting to the Director of Distance Learning and Media Faculty and interacting with administrative and other personnel of the college, public agencies, and the general public.

The majority of duties identified as the essential functions on the PDF, signed by you and your supervisor, Mr. Bishop, are nearly identical to the duties described on the Position Questionnaire (PQ) (Exhibit E-3) as major job duties. Both you and your supervisor, Ms. Delaney, signed the PQ. The majority of your work is described as follows:

- 20% Distance Learning – Interactive Television (ITV): Assign ITV Technicians' work schedules; coordinate technicians' paperwork including timecards; interview and make recommendations to hire ITV Technicians; troubleshoot ITV class problems. Schedule ITV meetings and assist with ITV class schedules and locations.
- 18% Office Coordination: Coordinate front office coverage, equipment delivery and repair; organize student working hours and timesheets; assign and check student work; assist with front office and equipment policymaking and procedures.
- 16% Administrative Support: Coordinate calendars, travel documents and files for the Director of Distance Learning and Media Faculty and coordinate coverage in their absences; represent Media Services & Distance Learning program at meetings and promote their services to campus and general public; coordinate and schedule teleconference requests.
- 9% Distance Learning – Telecourse: Primary contact with outside agencies to set broadcast schedule for airing telecourse classes; respond to student and faculty telecourse questions via email, telephone and in person; coordinate telecourse orientations with the campus division; coordinate telecourse billing; verify expenditures charged to Telecourse budget.
- 4% Duties related to Media rentals.

The above duties specifically relating to the coordination of complex, technical functions pertaining to Distance Learning account for at least 45% of your overall work, though some of the coordination and scheduling also relates to Media Services. In addition, 18% of your time is spent coordinating the office, which includes supervising students and coordinating the delivery and repair of equipment. During the Director's review meeting, the Director of Distance Learning, Mr. Bishop, explained that the scope of the front

office coordination has also expanded and includes coordinating the enrollment of distance education students. He also clarified that the Distance Learning portion of the program has evolved with the student participate rate growing from about 2% originally to approximately 17%, which requires more advanced coordination efforts.

The section of the PDF that identifies other job duties further indicates that 13% of your time is spent coordinating the surplus of media equipment, as well as acting as the representative for Media Services & Distance Learning for various campus committees including Olympic College Commencement, Instructional Staff Retreat, Olympic College Opening Days, Strategic Planning Committee for Communications, and Room/Facilities committee.

When comparing the overall scope of your work with the Program Coordinator class specification, you meet the basic function because you coordinate the operation of a specialized or technical program. Additionally, you meet the distinguishing characteristics because, as stated by your supervisors, you perform work using knowledge and expertise specific to the program, exercising independent judgment in interpreting and applying rules and regulations, and independently advising students, staff, and faculty about the program content, policies, and procedures. Further, you coordinate, schedule, and monitor program activities with respect to ITV and other telecourse and/or online work, and you have the authority to approve expenditures related to the Washington On-Line and Telecourse budgets.

Although some of your duties also fit the Media Assistant III classification's basic function of processing requests and scheduling media material, equipment, and operations, the level of complex coordinating and scheduling better fits the Program Coordinator classification. Furthermore, your duties go beyond the day to day acquisition and circulation of media material and equipment envisioned by the Media Assistant III classification and are more in line with the complex scheduling and prioritization needs of the Distance Learning program. Therefore, the Program Coordinator classification best describes your position.

### **Appeal Rights**

WAC 357-49-018 provides that either party may appeal the results of the Director's review to the Personnel Resources Board (board) by filing written exceptions to the Director's determination in accordance with Chapter 357-52 WAC.

WAC 357-52-015 states that an appeal must be received in writing at the office of the board within thirty (30) calendar days after service of the Director's determination. The address for the Personnel Resources Board is 2828 Capitol Blvd., P.O. Box 40911, Olympia, Washington, 98504-0911.

If no further action is taken, the Director's determination becomes final.

Sincerely,

Teresa Parsons  
Director's Review Supervisor  
Legal Affairs Division

c: Linda Yerger, OC  
Lisa Skriletz, DOP

Enclosure: List of Exhibits